

Michael Russifilli

Manchester, NH 03102

russifilli@gmail.com

+1 315 551 1433

I am currently looking for employment in Richmond VA. I will be moving to the area by the end of March. Remote position can be started immediately

Willing to relocate: Anywhere

Authorized to work in the US for any employer

Work Experience

Verification Specialist

PT Research - Manchester, NH

July 2021 to January 2022

Background screening such as employment verification, education verification

Pharmacy Data Entry Technician

PillPack - Manchester, NH

January 2021 to May 2021

Accurately enter prescriptions into the system and collaborating with pharmacists to ensure dosages, pill counts, and additional information is accurate.

Customer service Representative

Proact - Syracuse, NY

January 2019 to November 2020

- Provided policy and service information
- Assisted customers with a warm and professional attitude
- Answered general questions
- Answered calls from clients and customers
- Resolved customer information and complaints
- Responded to claim inquiries
- Handled online orders and credit card transactions
- Performed data entry for orders and customer information

Game Technician

Dave and Busters - Syracuse, NY

December 2017 to January 2019

- Inspected and maintained equipment
- Repaired Arcade games and equipment systems
- prepared and calibrated computer and Hardware equipment and systems on a regular, daily, weekly and monthly basis
- Conducted inspections according to accepted methods and guidelines
- Created and maintained records and databases
- Resolved technical issues with computer systems and hardware

Bartender

Fabios - Syracuse, NY

May 2017 to October 2017

- Worked in a fast paced and high volume environment, restaurant, bar and dining establishment
- Implemented food and drink safety procedures, guidelines and regulations
- Checked customer IDs
- Prepared glassware
- Prepared bar, restaurant and dinner service
- opened and closed restaurant and bar

Server/Bartender

Marriott Downtown Syracuse - Syracuse, NY

April 2016 to June 2017

- Worked in a fast paced and high volume environment, restaurant, bar and dining establishment
- Ran food, alcoholic drinks and orders for customers, guests and patrons
- Provided mixed drinks, cocktails and pairings for multiple dining options, entrees and dishes
- Followed food safety procedures, guidelines and regulations
- Performed barback duties
- Performed opening and closing duties
- Set customers and guests at ease

Bartender

Revolutions Bowling and Lounge - Syracuse, NY

January 2017 to February 2017

- Prepared glassware
- Prepared bar and dinner service
- Implemented food and drink safety procedures, guidelines and regulations
- Worked in a fast paced and high volume bar, dining establishment, restaurant and environment
- Worked dinner, lunch, closing and graveyard shift
- Checked customer IDs

Customer Service Representative

Comforce - Syracuse, NY

June 2015 to April 2016

Contracted Call center for outsourcing company (Wipro BPS) Syracuse, NY

Assignment: Answer phone and provide technical support for Medtronic Heart patients
Warehouse Associate(loader) 04/2014 —

Crew

Napa Auto parts - Syracuse, NY

July 2015 to July 2015

- Worked in a high pressure environment
- Maintained quality control
- Managed store operations
- Restocked items
- Took out trash and recycling

- Swept and mopped area
- Load Trucks

Crew Member

Dunkin Donuts - Syracuse, NY
2014 to January 2014

Receive and disburse money, Operate a cash register, Answer customers' questions, Greet customers, Maintain clean and orderly checkout area, Resolve customer complaints, Balance cash register, Sell products or services, Provide Customer Service, Receive and disburse money, Operate a cash register, Answer customer questions, Greet customers, Maintain clean and orderly checkout area, Resolve customer complaints, Balance cash register and Sell products or services Vector Marketing Conduct sales presentations, Identify best product for customer's needs, Sell merchandise and Use sales techniques. (Worked At different location in summer of 2012)

Employee

Hess - Syracuse, NY
January 2012 to December 2012

Receive, store, and issue sales floor merchandise, Stock shelves, racks, cases, bins, and tables, . Arrange merchandise displays, Take physical count of stock, Clean display cases, shelves, and. aisles and Accept cash or charge card for purchases.

Sales rep

Vector Marketing - Syracuse, NY
2012 to December 2012

Store Employee 08/2012 —

Education

Other in Full stack development

UNH coding Bootcamp - Manchester, NH
November 2021 to Present

High school diploma in High School

Dana L west high - Port Byron, NY

Skills

- Computer Literacy
- Customer Service (4 years)
- Bartender Experience
- Serving Experience
- Data entry
- Typing
- Windows (10+ years)
- Phone etiquette

- Microsoft Office
- Computer hardware (1 year)
- Banquet experience
- RF scanner
- Technical support
- HIPAA
- Data collection
- English
- Pharmacy technician experience
- Drone piloting (Less than 1 year)
- GitHub
- Database management
- Microsoft Word
- Administrative Experience

Links

<https://alIdeus.github.io/My-PortFolio/>

Certifications and Licenses

TIPS Certified

Present

Registered Pharmacy Technician

January 2021 to March 2023

Assessments

Customer Service — Proficient

December 2018

Measures a candidate's skill in evaluating approaches to customer service & satisfaction.

Full results: [Proficient](#)

Typing — Familiar

October 2020

Transcribing text using a standard keyboard

Full results: [Familiar](#)

Data Entry: Attention to Detail — Familiar

October 2020

Maintaining data integrity by detecting errors

Full results: [Familiar](#)

Data Entry: Accuracy — Proficient

October 2020

Entering data quickly and accurately

Full results: [Proficient](#)

Warehouse associate — Familiar

February 2021

Assesses the tendencies that are important for success in warehouse roles

Full results: [Familiar](#)

Bartending — Completed

June 2021

Understanding, pouring, and mixing drink orders

Full results: [Completed](#)

Data entry: Attention to detail — Familiar

October 2020

Maintaining data integrity by detecting errors

Full results: [Familiar](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.